



## Corrective Action for Incorrectly Paid Paper Claims

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In order to correct a claim that has been paid, but at an incorrect amount, you must follow the adjustment procedure described below. However, you cannot follow the adjustment procedure if you are making a change to the member ID number, pay-to provider number, or invoice type. In these situations, you must request a void of the original payment, and then rebill the corrected claim, if applicable. **Note:** Dental providers should consult their provider manual and contact the MassHealth Third-Party Administrator at 1-800-207-5019 for questions.

### How to Submit an Adjustment

- Prepare a new claim form with the correct information and attach any required documentation.
- Submit only one claim line per claim form.
- Do not subtract the original payment from the usual charge, and do not enter it in the “Other Paid Amount” column (the processing system will perform the necessary calculation).
- Check the adjustment box at the bottom of the new claim form.
- Enter the most recent paid transaction control number (TCN) in the box at the bottom of the new claim.  
**Note:** A TCN from the “CRADJ” line of a previous adjustment is considered a paid TCN.
- If the original submission required documentation, providers must attach the documentation to the adjusted claim and submit the claim to:

MassHealth  
Attn: Adjustments  
P.O. Box 9118  
Hingham, MA 02343